

Simcoe Muskoka Family Connexions (SMFC) Risk Assessment

Submitted to the Ministry of Children, Community and Social Services on January 26th, 2021

Response Chart – Questions and Ratings					
Dimension	#1	#2	#3	#4	Total
Governance	7	1	0	0	8
Service Delivery	5	2	0	0	7
Stakeholder Satisfaction	2	1	0	0	3
Financial Risk	4	4	0	0	5
Legal	2	3	0	0	5
IT	2	1	0	0	3
HR	5	1	0	0	6
Total	27	13	0	0	40
Overall Calculated Risk	0 - LOW				

The following strategies are in place:

Governance:

- SMFC has a Governance Board Committee that meets monthly. The Committee is looking at Bylaws, Board Policies, Performance Indicators, Board recruitment, oversight and structure, hiring and evaluating of the Executive Director and other activities as applicable.

Service Delivery:

- The new Service Delivery Framework is being formalized.
- Managers continue to participate in compliance audits and improvement activities to inform the Quality Improvement Plan quarterly. SMFC compliance has increased steadily in most areas reaching 100% in 4 areas.
- SMFC has provided timely reporting and service delivery results to the Ministry as per their requirements for the last 2 years since the first risk assessment.

Stakeholder Satisfaction:

- SMFC has updated the complaint process and procedures. A Senior Lead position is in place to ensure all complaints are addressed in a timely manner. Stakeholder feedback is included in the strategic planning.
- SMFC has been working closely with Indigenous Child Well-Being Agency Dnaagdawenmag Binnoojiiyag and continue working with the community via the Child Youth and Family Services Coalition of Simcoe County Coalition of Simcoe County.

Financial Risk:

- The Finance Board Committee meets monthly to review all finances and the Financial Progress Report is approved monthly by the SMFC Board of Directors.
- Financial year-to-date and year-end reporting are done on time as per Ministry requirements.

Legal:

- A Regular Foster Care License is in place.
- Children in Extended Society Care program reviewed annually by the Ministry.
- Foster parents have given positive feedback on the Foster Family Association group.

IT:

- The Information Services department updated the back-up system, introduced additional security measures, multifactor authentication and privacy training to SMFC staff.

HR:

- Regular Workforce planning meetings are in place; succession planning is included into operational planning.
- Mentorship and Leadership training continues across the agency.